

<b>Social Security Administration Workload Measures</b>	<b>FY 2020 Actual<sup>1</sup></b>
<b>Retirement and Survivor Claims</b>	
Retirement and Survivor Claims Completed (thousands)	6,120
<b>Disability Claims</b>	
Initial Disability Claims Receipts (thousands)	2,213
Initial Disability Claims Completed (thousands)	2,037
Initial Disability Claims Pending (thousands)	764
Average Processing Time for Initial Disability Claims (days)	131
<b>Disability Reconsiderations</b>	
Disability Reconsiderations Receipts (thousands)	568
Disability Reconsiderations Completed (thousands)	553
Disability Reconsiderations Pending (thousands)	144
Average Processing Time for Disability Reconsiderations (days) <sup>2</sup>	122
<b>Hearings</b>	
Hearings Receipts (thousands)	429
Hearings Completed (thousands)	586
Hearings Pending (thousands)	418
Annual Average Processing Time for Hearings Decisions (days) <sup>3</sup>	386
<b>National 800 Number</b>	
National 800 Number Calls Handled (millions)	34
Average Speed of Answer (ASA) (minutes)	16
Agent Busy Rate (percent)	7%
<b>Program Integrity</b>	
Periodic Continuing Disability Reviews (CDR) Completed (thousands)	1,493
Full Medical CDRs (included above, thousands)	463
SSI Non-Medical Redeterminations Completed (thousands)	2,153
<b>Selected Other Agency Workload Measures</b>	
Social Security Numbers (SSN) Completed (millions)	13
Annual Earnings Items Completed (millions)	289
Social Security Statements Issued (millions) <sup>4</sup>	19
<b>Selected Production Workload Measures</b>	
Disability Determination Services Production per Workyear	255
Office of Hearings Operations Production per Workyear	93

<sup>1</sup> In response to the COVID-19 pandemic which began in mid-March of 2020, SSA took steps to protect the public and our employees. This included further encouraging online automated and telephone services, limiting in-person service in field offices, and temporarily suspending certain adverse actions that would normally result in a reduction, suspension, or termination of Social Security of SSI benefits.

<sup>2</sup> The average processing time data does not include the special processing of iAppeals claims that involve a specific universe of online appeals that claimants abandoned prior to completion.

<sup>3</sup> Average processing time for hearings is an annual figure. End of year (September) actual processing time is 355 days for FY 2020.

<sup>4</sup> The Social Security Statements Issued measure includes paper statements only; it does not include electronic statements issued. In FY 2020, *my Social Security* users accessed their Social Security Statements 64 million times. In FY 2020, we spent approximately \$9.7 million to send approximately 19 million statements to individuals aged 60 and older who were not receiving Social Security benefits.